

PROPOSED

RPA NUMBER (HR USE ONLY)

26-038

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 09/14/2026	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME VACANT
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE Manager, Web Consulting
F. CURRENT POSITION NUMBER 695-531-1405-002		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-531-1405-188
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Digital Services / Web Services / Web Consulting / Rancho Cordova - Gold Camp		I. SUPERVISOR NAME AND CLASSIFICATION Greg Duncan, Information Technology Manager II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY / 8:00AM -5:00PM / DAY	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK ☐ YES ☒ NO DRIVING AN AUTOMOBILE ☐ YES ☒ NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) ☒ Business Technology Management ☐ IT Project Management ☒ Client Services ☐ Information Security Engineering ☒ Software Engineering ☐ System Engineering
	Organizational Setting and Major Functions The California Department of Technology (CDT) is focused on improving how state government develops and implements innovative solutions to meet the public's evolving needs, enrich customer experiences, and improve critical technological applications. CDT's Office of Digital Services (ODS) plays a critical role to enhance digital government and build a California that works for all Californians. We do this by providing foundational platforms and technology (such as Geographic Information Systems/Open Data, Web Portals, Software Engineering and Open Source code curation) for organizations to provide innovative digital services. Under the general direction of the Information Technology Manager II (IT Mgr II) over Web Services, the Information Technology Manager I (IT Mgr I) serves as the Manager over Web Consulting. CDT is responsible for the design, development, and operation of many state department websites through the CA Web Publishing Service, the state web portal (www.ca.gov) as well as other web based applications. The IT Mgr I plays a key role in the State of California's digital transformation and helps ensure positive digital experiences for the people of California. Specifically, this includes increased web accessibility; improved user experience; effective content curation and delivery; high website stability and performance; greater utilization of data and website analytics; and increased collaboration.
% of time performing duties 35%	Essential Functions (Percentages shall be in increments of 5 and should be no less than 5%). Managerial Activities • Manage and coordinate assignments for technical staff based on CDT priority, staff experience and skill levels, complexity assessments of projects, specialized skills and resource availability. • Develop and update duty statements for employees as needed, establish performance expectations, complete individual development plans annually, and complete probationary reports on a timely basis. • Complete performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary. • Make informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel-related laws, rules, established CDT administrative processes and procedures, and collective bargaining agreements. • Ensure subordinate employees comply with all CDT policies, office standard operating procedures, and department and agency protocols.

% of time performing duties	• Encourage team building, facilitate cross training and promote continuous improvement of processes. Use motivation techniques, promote training for employees, and create a positive working environment. • Participate in working sessions with the management team in the development of goals and objectives in accordance with organizational mission and strategic goals; support and advocate management's philosophy, policies and procedures. • Coordinate workload with staff ensuring equal distribution of assignments and ensure that priorities are well defined and communicated, while escalating issues and risks appropriately with recommended mitigations.
30%	Web Publishing Service Operation and Maintenance • Ensure team personnel consistently adhere to CDTs' change management process and other operational policies and procedures to deliver predictable high-quality results and services. • Ensure operational procedures for maintenance of infrastructure and middleware are documented and current. • Define procedures for incident and problem escalation, including escalation to vendors, and identify and coordinate technical resources for timely incident and problem resolution. • Monitor progress of Help Desk tickets assigned to the team and verify tickets are updated appropriately and are resolved in a timely manner. • Ensure installed software are maintained at vendor-supported versions and patched regularly. • Ensure software support administrators and developers comply with all CDT IT security policies and procedures and respond to security scan findings in a timely manner. • Provide consultation to CDT's systems administration staff and Web systems integration staff and initiate, plan, and coordinate portal and service upgrades and new product installations.
30%	Web Consulting Services • Supervise staff activities and provide direction for the delivery of web services (e.g., web hosting, content management, web application, search engine, web analytics, digital accessibility, content design, etc.). • Provide web service integration, solution, and consultation to existing customers or potential customer groups. • Act as liaison between development staff and key stakeholders; Government Operations Agency, Governor's Office, CDT Executive Team and the general technology and business program community. • Assess non-routine service requests and provide impact assessment to section service request coordinator. • Review and reconcile monthly cost center expense report and periodically review, if needed, existing service rates and define rates for new services. • Ensure team processes and procedures are all well documented and centrally accessible to team staff and if applicable, to other CDT support staff. • Engage communities of practice that promote statewide strategies, policies and standards around web solutions and development.
% of time performing duties 5%	Marginal Functions (Percentages shall be in increments of 5 and should be no more than 5%.) • Consult with software and hardware vendors and assist with procurement requirements and recommendations. • Attend meetings with customers as needed. • Other related duties as required. Work Environment Requirements • During state emergencies or activation by the California Office of Emergency Services, incumbents may be asked to work extended hours, 12-hour shifts, and/or off-site and occasionally out-of-town. • May be required to work outside of normal work schedule. • May be required to carry and respond to cell phone or mobile device in a timely manner. • Travel to internal and external customer locations for meetings is required.

Allocation Factors (Complete each of the following factors.)**Supervision Received:**

The IT Mgr I receives broad administrative and policy direction from the IT Mgr II. The IT Mgr II will provide specific instruction on tasks, deliverables, and deadlines. The incumbent will provide project status reports on an as needed basis and participate in scheduled meetings. Reports will give updates on progress on assignments, details of special system problems, deadline conflicts and resource constraints.

Actions and Consequences:

The IT Mgr I is responsible for making recommendations to executives, decisions for projects, and outputs. The IT Mgr I is also responsible for program, project, and staff decisions and actions. The IT Mgr I will function with a high degree of independence and is required to have accurate prioritization skills, excellent organizational skills, excellent communication, and problem assessment and resolution skills. The IT Mgr I must be aware of, and able to properly apply, all applicable state rules, regulations, laws, processes and procedures to each functional area of responsibility.

Poor decision making or failure to make correct recommendations would adversely impact the delivery and support of high visibility statewide initiatives. Consequence of error may have statewide and enterprise-wide impacts including lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

Personal Contacts:

The IT Mgr I will interact with CDT customers, ODS management and technical staff, Customer Engagement Services staff, vendors, Governor's Office (GO) representatives, other customers and the statewide web development community. The incumbent will perform all interpersonal interaction in a professional and courteous manner. The incumbent routinely interacts with customers, system users, and technical staff, frequently with ODS service managers and management, and occasionally with high-level Executives. Business interactions are to coordinate and perform problem solving and to discuss business and system requirements, platform configuration, and operation procedures. The incumbent is required to tailor communications, both orally and in writing, to the appropriate technical level depending on the audience including management, peers, subordinates and customers at all levels.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)

The IT Mgr I is responsible for the daily supervision of matters pertaining to the Web Consulting team through delegating and reviewing work priorities, work products, personnel assignments and staff development. IT Mgr I assists with developing web guidelines and standards for CDT and its customers and may be asked to provide input on efforts for determining appropriate rates for web services.

Supervision Exercised:

IT Mgr I will act as the Team Manager and will have full supervision and management responsibility for staff. It is expected that the IT Mgr I interpret directions and coordinate, organize, plan, assign/provide direction to staff, and facilitate the implementation of directions, projects and assignments.

Other Information

It is expected that the incumbent possesses and demonstrates an expert level of skills, knowledge, and proficiency with respect to portal and cloud technology, portal and cloud infrastructure administration concepts, practices, and principles. The incumbent should possess good communication skills and will be required to interact with CDT customers, CDT technical staff, CDT management, state webmasters and vendors.

Desirable Qualifications: (List in order of importance.)

The IT Mgr I should possess the following skills/abilities in order to perform the essential functions of the position:

- A bachelor's degree from an accredited college or university in Computer Sciences, Information Technology (or a closely related field) is desired. A Master's degree preferred.

- Expert level experience in emerging digital platforms, interactive marketing or digital platform management, UX design, and/or technical web development in a highly complex and matrixed organization.
- Expert level experience managing Web Content Management as a Service, WordPress as a service or other service offerings.
- Expert level knowledge and demonstrated experience managing web development, content management/design, web services delivery.
- Knowledge and demonstrated experience utilizing agile and scrum methodology to deliver software applications.
- The ability to work in an environment that often operates at a fast pace where demands require managing multiple high priorities simultaneously, each with tight deadlines.
- Ability to be adaptable to new technologies and trends in Information Technology (IT) and learn new skills to keep current.
- Strategic and analytical thinker with exceptional execution and problem-solving capabilities; comfortable with doing work in the trenches while still maintaining a strategic perspective.
- Demonstrated success in the development of public facing digital solutions, including self-service capabilities in an omni-channel experience.
- Experience leading significant change in complex, matrixed organizations. Inspire leadership in an agile environment, with a constant pursuit of speed, flexibility, and quality.
- Experience managing technical delivery teams, including digital solution development and design, web application design and implementation and systems integration.
- Experience innovating Digital channel platforms including Web and emerging technologies leveraging AI/Machine Learning and advanced analytics.
- Ability to clearly visualize and present technology road maps, use cases, models, frameworks, processes, tools, and delivery structures.
- Proven experience working with enterprise digital platforms and architectures as they relate to the deployment of web-based solutions. Must have a thorough knowledge and understanding of balancing technical complexities with executive needs.
- Knowledge of various scripting, markup and programming languages including HTML, CSS, JavaScript, PHP, ASP.NET, SQL, et cetera.
- Posses a clear understanding and knowledge of state government and issues critical to the state including, but not limited to, climate change, natural disaster, smart growth, infrastructure development and homelessness.
- The ability to establish and maintain effective and beneficial relationships on behalf of the State of California with state, local and Federal governments, regional stakeholders, non-governmental organizations and the vendor community as it relates to web and digital platform technologies and policy.
- Proven experience developing and implementing initiatives, standards, policies and best practices for the creation, maintenance and effective application of high-quality, web and digital platform technology.
- Ability to communicate effectively with others as demonstrated by strong written and verbal communication skills, strong negotiating skills and the ability to represent the State of California to stakeholders, key customers and internal staff.
- Ability to plan, organize, facilitate, and coordinate multiple high visibility projects operating under strict guidelines and timeframes.
- Strong leadership and management team experience demonstrating an ability to create clear goals and expectations, encourages leadership, and uses sound judgement in managing complex and varied programs.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)

INCUMBENT SIGNATURE

DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)

SUPERVISOR SIGNATURE

DATE